**Andres Laverde**

2046983663 | [andreslaverde@outlook.com](mailto:andreslaverde@outlook.com) | 3 – 693 McMillan Avenue, Winnipeg, Manitoba

Motivated individual with a strong dedication to learning and a passion for delivering exceptional service. Eager to start a role where I can utilize my communication skills and attention to detail to provide a positive experience for customers and team.

**Availability:**

Monday to Friday: 12:00 PM onwards

Saturday and Sunday: All day.

**WORK EXPERIENCE**

**Front-end Developer - IT TAX Assistant**

***Price Waterhouse Cooper, Bogota, Colombia*** Oct 2022 – Dec 2023

* Meticulously attended to the details of required website features, ensuring exceptional quality.
* Followed established processes to achieve project objectives efficiently.
* Collaborating effectively with cross-functional teams, including back-end developers, designers, product managers, and tax experts.

**Technical Support**

***Cymetria Group, Bogota, Colombia*** Sept 2021 – Oct 2022

* Use clear and concise language when explaining solutions or troubleshooting steps.
* Assist users in resolving issues on the web platform through attentive listening and proactive engagement.
* Work collaboratively with the customer to identify and resolve the issue efficiently.

**Bank cashier**

***Davivienda Bank, Bogota, Colombia*** Sept 2018 – Jul 2019

* Provide exceptional customer service by greeting customers, answering inquiries, and addressing concerns.
* Process various financial transactions accurately and efficiently, including deposits, withdrawals, and account transfers.
* Handle cash securely, verify currency, and maintain cash drawer limits in accordance with bank procedures.

**EDUCATION**

**Data Analyst Advanced Diploma**

Robertson College, Winnipeg, Canada

Mar 2024 - Present

**Computer Engineering bachelor’s degree**

University of San Buenaventura, Bogota, Colombia

2017 - 2022

**SKILLS**

* Proficient in Microsoft Office (Excel, Word, PowerPoint)
* Experienced in Google Suite (Gmail, Google Docs, Google Sheets, Drive)
* Fluent in Spanish
* Attention to Detail
* Quick Learner
* Customer Service
* Active Listening
* Web Developer
* HTML
* CSS
* Javascript
* Basic Illustrator
* Advanced Figma Design
* SQL